

# DTR Series<sup>®</sup> DTR550 & DTR650 User Guide



## **Foreword**

The information contained in this manual relates to all DTR Series portable radios, unless otherwise specified.

## **Product Safety and RF Exposure Compliance**



Before using this product, read the operating instructions for safe usage contained in the Product Safety and RF Exposure booklet enclosed with your radio.

#### ATTENTION!

This radio is restricted to occupational use only to satisfy FCC RF energy exposure requirements. Before using this product, read the RF energy awareness information and operating instructions in the Product Safety and RF Exposure booklet enclosed with your radio (Motorola Publication part number 6881095C98) to ensure compliance with RF energy exposure limits.

For a list of Motorola-approved antennas, batteries, and other accessories, visit the following web site which lists approved accessories: <a href="http://www.motorola.com/cgiss/index.shtml">http://www.motorola.com/cgiss/index.shtml</a>

#### **Computer Software Copyrights**

The Motorola products described in this manual may include copyrighted Motorola computer programs stored in semiconductor memories or other media. Laws in the United States and other countries preserve for Motorola certain exclusive rights for copyrighted computer programs, including, but not limited to, the exclusive right to copy or reproduce in any form the copyrighted computer program. Accordingly, any copyrighted Motorola computer programs contained in the Motorola products described in this manual may not be copied, reproduced, modified, reverse-engineered, or distributed in any manner without the express written permission of Motorola. Furthermore, the purchase of Motorola products shall not be deemed to grant either directly or by implication, estoppel, or otherwise, any license under the copyrights, patents or patent applications of Motorola, except for the normal non-exclusive license to use that arises by operation of law in the sale of a product.

#### **Document Copyrights**

No duplication or distribution of this document or any portion thereof shall take place without the express written permission of Motorola. No part of this manual may be reproduced, distributed, or transmitted in any form or by any means, electronic or mechanical, for any purpose without the express written permission of Motorola.

#### **Disclaimer**

The information in this document is carefully examined, and is believed to be entirely reliable. However, no responsibility is assumed for inaccuracies. Furthermore, Motorola reserves the right to make changes to any products herein to improve readability, function, or design. Motorola does not assume any liability arising out of the applications or use of any product or circuit described herein; nor does it cover any license under its patent rights nor the rights of others.

#### **Trademarks**

MOTOROLA and The Stylized M Logo are registered in the US Patent & Trademark Office. All other product or service names are the property of their respective owners.

© Motorola, Inc. 2005.

# **Table of Contents**

Foreword	inside cover
FCC Licensing Information	v
Chapter 1 Introduction	1-1
Notations Used in This Manual	1-1
	1-3
· · · · · · · · · · · · · · · · · · ·	1-5
•	
	1-6
	Unit Charger1-7
Battery Meter	
Attaching the Battery	
	1-8
	1-8
	1-8
	Radio
	1-9
	1-9
	1-9
	1-12
	1-12
, 600000100	
Chapter 2 General Radio Operati	ons 2-1
Turning Your Radio On or Off	2-1
	2-1
	2-2
	2-2
	2-3
	2-3
	2-3

Call Alerts	2-4
Sending Call Alerts	2-4
Receiving a Call Alert	2-4
Text Messaging	
Receiving a Message	
Reading from the Inbox	
Replying to a Received Message	
Sending a Text Message	
Composing a Message Using the Mini Keyboard	
Deleting a Message	
Accessing the Main Menu	
Main Menu Navigation Chart	
Recent Calls	
Viewing a Recent Call	
Alerting a Recent Caller	
Deleting Recent Calls	
Settings	
Setting the Display	
Setting VibraCall	
Clock and Alarm	
Setting the Volume	
My Info	2-18
Chapter 3 Advanced Radio Operations	
Accessing the Advanced Menu	
Managing Your Scroll List	3-1
Enabling Call Forwarding	3-2
Remote Disabling (DTR650 Models Only)	3-3
Remote Monitoring (DTR650 Models Only)	3-4
Remote Time (DTR650 Models Only)	3-4
Chapter 4 Radio Programming	4-1
Program Menu Navigation Chart	4-1
Entering Programming Mode	4-2
My Info	4-2
Adding Contacts	
Call Type	
Channel	
Unit Name	
Programming a Unit ID (Private Calls Only)	
Selecting a Group ID	
Entering a Home Group Number (Private Calls Only)	
Selecting Group Only	
Entering Group Members (PrivateGroup Only)	
Entering a Ringer Type (Private Calls Only)	
Text Messaging	
Settings	
Radio History	
Manager Mode	
Language	1.0
Language	4-8

Chapter 5	Cloning Mode	5-1
Entering Clor	ning Mode	5-1
	g the Cloning Cable	
	ending a Contact	
Chapter 6	Troubleshooting	6-1
Chapter 7	Motorola Limited Warranty for the Un and Canada	
What Does t	this Warranty Cover?	7-3
	cts and Accessories	
Exclusi	ions	7-3
	ıre	
	red?	
How to Obtai	in Warranty Service or Other Information?	7-4
Software Cop	pyright Notice	7-4
Patent Notice	9	7-5
Export Law A	Assurances	7-5

## **INDEX**

iv Table of Contents

# **FCC Licensing Information**

DTR Series<sup>®</sup> professional two-way radios operate in the license-free 900 MHz ISM band and are subject to the Rules and Regulations of the Federal Communications Commission (FCC)

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Read this manual carefully and make sure you know how to properly operate radio before use.

Changes or modifications not expressly approved by Motorola may void the user's authority granted by the FCC to operate this radio and should not be made. To comply with FCC requirements, transmitter adjustments should be made only by or under the supervision of a person certified as technically qualified to perform transmitter maintenance and repairs. Replacement of any transmitter component (crystal, semiconductor, etc.) not authorized by the FCC equipment authorization for this radio could violate FCC rules.

**NOTE:** Use of this radio outside the country where it was intended to be distributed is subject to government regulations and may be prohibited.

vi

# Notes

# **Chapter 1 Introduction**

Thank you for purchasing a Motorola, DTR Series<sup>®</sup> radio. Your radio is a product of Motorola's 75 plus years of experience as a world leader in the designing and manufacturing of communications equipment. The DTR Series radios provide cost-effective communications for businesses such as retail stores, restaurants, schools, construction sites, manufacturing, property and hotel management, and more. Motorola professional two-way radios are the perfect communications solution for all of today's fast-paced industries.

Please read this manual carefully to ensure you know how to properly operate the radio before use.

This User's Guide covers operation and maintenance of your DTR Series radio.

## **Notations Used in This Manual**

Throughout the text in this publication, you will notice the use of WARNINGS, Cautions, and Notes. These notations are used to emphasize that safety hazards exist, and the care that must be taken or observed.

WARNING: An operational procedure, practice, or condition, etc., which may result in

injury or death if not carefully observed.

**CAUTION:** An operational procedure, practice, or condition, etc., which may result in damage to

the equipment if not carefully observed.

**NOTE:** An operational procedure, practice, or condition, etc., which is essential to emphasize.

The following special notations identify certain items:

Example	Description
Volume Control	Button names are shown in bold print.
0	Radio keys and buttons are shown as they appear on the radio.
Contcs	Text appearing on the display is shown in bold print.

Your model number is shown on the radio lens above the display, and tells you the following information:

## **DTR Features**

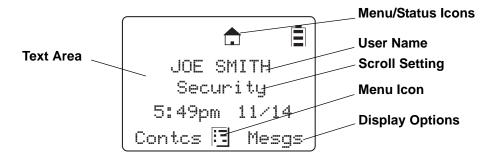
	DTR 550	DTR 650
PublicGroups Available	Up to 20 (2 default)	Up to 50 (5 default)
PrivateGroups Available	Up to 10	Up to 20
PrivateCall	Yes	Yes
SMS Messaging	5 Quick Notes (15 available)	10 Quick Notes (25 available)
Vibracall®	Yes	Yes
Clock/Alarm	Yes	Yes
Scroll List	Yes	Yes
Call Forwarding	Yes	Yes
Remote Disable	Receive Only	Yes
Remote Monitor	Receive Only	Yes
Remote Time	Receive Only	Yes
Battery Life	14.5 Hours (5/5/90)	19 Hours (5/5/90)
Charging Time	Up to 3 Hours	Up to 1 Hour
Drop in Charging Tray	Yes	Yes

## **Your DTR Series Radio**



## **Getting Started**

Any time your radio is powered on, the display provides you with information and options.



The display shown is in idle. The idle screen appears when your radio is on, but not engaged in any activity.

#### Menu Icons

Menu icons appear when you are accessing a particular menu. The icon for that menu appears in the upper left corner of the display.

14	Settings	Customize your radio.
$\equiv \emptyset$	Recent Calls	Lists recent calls.
<b>#</b> ii	My Info	View personal radio information.
	Contacts	Create, view, store, edit contacts.
	Messages	View, reply, create, send messages.

#### **Status Icons**

Status icons usually appear in first row at the top of the display. Some appear at all times. Others appear only when your radio is engaged in certain activities or when you have activated certain features.

	Home	The private or group contact shown is on your home channel.
	PublicGroup	The contact selected is a PublicGroup.
**	PrivateGroup	The contact selected is a PrivateGroup.
11► 2►	Call Forward	Your radio is set to forward calls.
$\bigcirc$	Alarm	The alarm has been set.
( <b>(1</b> ))	VibraCall	Your radio is set to vibrate when receiving an alert or text message.
:3	Menu	Main Menu.
A C	Text Input	Indicates you are entering text. The mini keyboard must be attached to the radio
	Battery Status	More bars on the battery indicate a greater charge. When the battery is flashing, it is time to charge the radio.
	New Message	You have a new unopened text message.

Introduction: Battery 1-5

#### **Text Area**

This area displays menus, messages, unit names or IDs, and other information.

## **Display Options**

Two display options appear at the bottom of most screens. You select a display option by pressing the below it.

## Menu Key

Many features provide context-sensitive menus that let you access related features and actions. the icon appears any time a context-sensitive menu is available. Press to access the menu.

## **Menus and Lists**

Your radio's features are arranged in menus, submenus, and lists. To access the items in a menu or list, scroll using either the  $\triangle$  or  $\bigcirc$  keys.

## **Battery**

WARNING: To avoid a possible explosion: DO NOT replace the battery in any area labeled "hazardous atmosphere." DO NOT discard batteries in a fire.

## **Battery Life**

Your radio uses a rechargeable Lithium Ion (Li-Ion) battery.

Based on 5% transmit, 5% receive, 90% standby (standard duty cycle):

- NNTN4655 Li-Ion; Up to 19 Hours
- SNN5706 Li-Ion; Up to 14.5 Hours

Battery life is determined by several factors. Among the more critical are the regular overcharge of batteries and the average depth of discharge with each cycle. Typically, the greater the overcharge and the deeper the average discharge, the fewer cycles a battery will last.

For example, a battery which is overcharged and discharged 100% several times a day, lasts fewer cycles than a battery that receives less of an overcharge and is discharged to 50% per day. Further, a battery which receives minimal overcharging and averages only 25% discharge, lasts even longer.

#### **WARNING:**

Care should be taken to avoid external short circuiting of the battery. A sustained high-rate discharge (for example, a paper clip placed accidentally across the battery contacts) may permanently damage the battery, void the battery warranty, and create a burn or fire hazard.

Motorola batteries are designed specifically to be used with a Motorola charger and vice versa. Charging in non-Motorola equipment may lead to battery damage and void the battery warranty. The battery should be at about 77°F (25°C) (room temperature), whenever possible. Charging a cold battery (below 50° F [10°C]) may result in leakage of electrolyte and ultimately in failure of the battery.

Charging a hot battery (above 95°F [35°C]) results in reduced discharge capacity, affecting the performance of the radio. Motorola rapid-rate battery chargers contain a temperature-sensing circuit to ensure that batteries are charged within the temperature limits stated above.

WARNING: Do not attempt to change or charge the battery in a hazardous atmosphere.

To charge the battery, place the battery (with or without the radio) in a Motorola-approved charger.

## **Charging the Radio**

While the radio is charging, the display lights and the battery status icon flashes to show the status. The battery will charge in approximately 1-3 hours, and battery gauge will show all segments and stop flashing when fully charged.

## Charging using the Drop-in Charging Tray

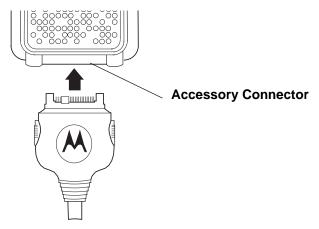
NOTE: Use of the Drop-in Charging Tray is recommended for daily use.

- 1. Place the charging tray on a flat surface.
- 2. Connect the plug-in charger and drop-in charging tray by inserting the plug into the rear of the drop-in charging tray.
- 3. Plug the charger into an AC outlet.
- 4. Insert the radio (with battery installed) into the charging tray.

NOTE: The charging tray has been designed to charge the radio with or without the holster.

## Charging using the Plug-in Charger

- 1. Plug the charger into an AC outlet.
- 2. Open the accessory connector cover.
- 3. Plug the other end of the charger into the accessory connector.
- 4. Disconnect the charger from the radio by pressing the two side buttons on the charger and remove from the radio.



## Charging a Radio and Battery using a Multi-Unit Charger

A Multi-Unit Charger (MUC) is available separately (RPN4040) which will charge up to 6 radios, batteries, or a combination of the two at the same time.

When charging a radio in the MUC, the battery icon on the radio display shows the charging status.

When charging a battery, the LED in front of the pocket indicates charging status. The LED is solid red when the battery is charging, and solid green when charging is complete.

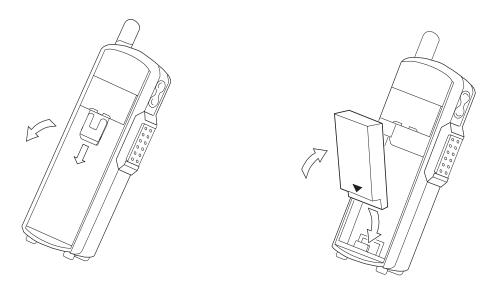
## **Battery Meter**

The battery meter in the upper right corner of the radio display shows how much battery power is remaining:

Battery Type	3 Bars	2 Bars	1 Bar	Flashing
Li-lon				
	100%–85%	85%–25%	25%–10%	Final 10%

## **Attaching the Battery**

- 1. If the battery door is already in place, push down on the latch at the top and lift the door off the radio.
- 2. Insert the battery, printed arrows first, into the battery compartment and press down to secure firmly in place.
- 3. Replace the battery door onto the radio and slide the latch into place.



#### Swivel Belt Holster

- 1. Slide the bottom of radio into the holster and push the top of the radio against it until it snaps into place.
- 2. To remove, push the tab located on top of the holster and pull the radio from it.

**NOTE:** In case of loss, please contact your point-of-sale to request replacement part number RLN5713.

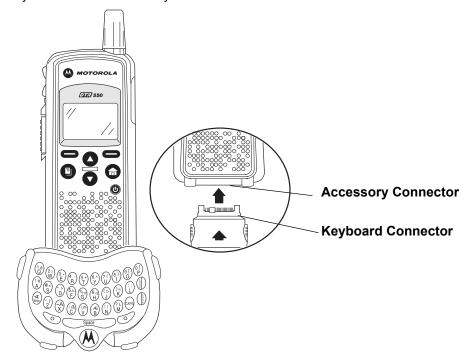
## Mini Keyboard

A mini keyboard accessory (NNTN5491) is available separately that can be attached to your radio. The mini keyboard allows you to customize Private and Group names, write text messages, and create/modify stored text messages.

## Attaching the Mini Keyboard to the Radio

When the mini keyboard is attached to your radio, the "Device Attached" message is displayed.

- 1. Insert the mini keyboard's connector, with the arrow facing up, into your radio's accessory connector.
- 2. Fold the mini keyboard over the front of your radio.



## Disconnecting the Mini Keyboard from Your Radio

- 1. Press and hold the buttons on the side of the mini keyboard connector.
- 2. Pull the mini keyboard connector straight out from your radio's accessory connector. Do not twist the connector.

## **Entering Text with the Mini Keyboard**

If you have attached the mini keyboard correctly and the keyboard bezel is installed on the keyboard base you can begin.

Here are some important points to remember when using the mini keyboard.

- Your radio accepts a maximum of 512 characters in its largest input fields.
- Some of your radio's functions cannot be used simultaneously, just as when you are using your radios without the mini keyboard.
- Letters and functions shown in white are the default keys.
- All letters are lower case by default. For example, pressing the "Q" key displays "q."
- The Bspc key works as a Back Space key when entering a message.
- The Space key works as a Space Bar.

## Yellow/Lock Key Functionality

- 1. Press the Yellow key once. The next key pressed displays the yellow character on that key. The keyboard will then return to the default keys (as if the yellow key had not been pressed).
- For example, press the Yellow key followed by the "Q" key, and a "1" displays. If "Q" is pressed again, a "q" displays.
- 2. Press the Yellow key twice to lock the keyboard in the yellow mode. All subsequent key presses display the yellow character associated with the key pressed. The keys that do not have yellow functions (Left Option, Right Option, Bspc, Space) will still operate in the default (white) mode.
- 3. Press the Yellow key again to unlock the yellow mode and revert back to the default (white) mode.
- 4. Press the Green key to cancel the yellow mode and enter the green mode.
- 5. Press the CAPS key to cancel the yellow mode and enter the CAPS mode.

### **Green/Lock Key Functionality**

- 1. Press the Green key once. The next key pressed displays the Green character on that key. The keyboard will then return to the default keys (as if the green key had not been pressed).
- For example, press the Green key followed by the "U" key, and a "{" displays. If "U" is pressed again, a "u" displays.
- 2. Press the Green key twice to lock the keyboard in the green mode. All subsequent key presses display the Green character or function associated with the key pressed. The keys that do not have green functions still operate in the default (white) mode.
- 3. Press the Green key again to unlock the green mode and revert back to the default (white) mode.
- 4. Press the Yellow key to cancel the green mode and enter the yellow mode.
- 5. Press the CAPS key to cancel the green mode and enter the CAPS mode.

## **CAPS Key Functionality**

- 1. Press the CAPS key once. The next key pressed displays the capitalized character on that key. Subsequent keys pressed will be displayed lower case.
- 2. Press the CAPS key twice to lock the keyboard in the caps mode. All subsequent key presses display the capitalized character associated with the key pressed.
- 3. Press the CAPS key again to unlock the caps mode and revert back to the lower case mode.
- 4. Press the Yellow or Green key to unlock the caps mode and enter the yellow or green mode, respectively.

## **Standard Yellow Function Green Function**

Standard	Yellow Function	Green Function
Q	1	APOSTROPHE
W	2	п
E	3	~
R	4	ACCENT
Т	5	+
Y	6	۸
U	7	{
I	8	}
0	9	]
Р	0	]
A	!	#
S	@	<
D	*	>
F	\$	UP ARROW
G	%	DOWN ARROW
Н	&	LEFT ARROW
J	(	RIGHT ARROW
К	)	=
L	:	;
Z	-	i
X	_	Å
С		ß
V	\	Þ
В	,	Æ
N	/	I
M	?	¿

## **Using Mini Keyboard Key Shortcuts**

You can perform most of your radio's functions using the keys on the Motorola mini keyboard.

1-11

Radio Key	Action	Keyboard Equivalent
Left Option	Chooses current left display option	Left Option Key
Right Option	Chooses current right display option	Right Option Key

## **Extended Character Set**

The mini keyboard lets you enter special characters using a combination of keystrokes.

**NOTE:** The extended character set is only available if your radio is configured for a language other than English.

Accent Example	Description	Keystrokes
å	acute accent (for letters a, e, i, o, u, y)	single quote, then letter
â	circumflex (for a, e, i, o, u	Green
ä	umlaut (for letters a, e, i, o, u)	shift and quote, then letter
à	grave accent (for letters a, e, i, o, u)	grave accent, then letter
ã	tilde (for letters a, n, o)	Green
Å	nordic A-ring (for letter a only)	Green

#### **Accent Marks**

To create a letter with an accent mark over it, enter the keystrokes listed in the table above.

If your radio displays a language other than English, you must press the right arrow after a single quote,  $\sim$ , ', /, -, or ^ for the character to appear.

1-12 Introduction: Accessories

## **Other Special Characters**

To create other special characters, enter the keystrokes listed in the table below.

Accent Example	Description	Keystrokes
ß	sharp s, German sz ligature	( ) + C
		Green
Æ	diphthong AE ligature	(b) + B
		Green
ç or Ç	cedilla	single quote, then c or C
Þ	icelandic thom	+ V
		Green
ðor Ð	icelandic eth	dash and d or D
ø or Ø	nordic O-Slash	/, then o or O
Ċ	upside down?	+ M
		Green
i	upside down!	( + Z
		Green

## **Accessories**

The DTR Series radios comes with a High Capacity Lithium-Ion battery and a Drop-in Charging Tray.

Various accessories are available for use with your DTR Series radio, including holsters, hands-free accessories, headset accessories, a mini keyboard, and more.

To order additional accessories, contact your dealer or call (800) 927-2744.

# **Chapter 2 General Radio Operations**

Your radio is ready for use after a fully-charged battery has been installed. However, your radio should be programmed in order to be fully compatible with any existing DTR Series radios and to fully utilize all radio features.

Refer to Chapter 3 - Advanced Radio Operations.

## **Turning Your Radio On or Off**

Press (b) to turn your radio on.

The radio chirps and the display briefly shows Motorola.

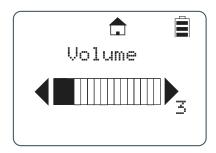
The display shows the radio Unit ID or Name, current Scroll list setting, time, date, and the available Option key selections. If the radio has been assigned a unique Unit Name, the name will display rather than the Unit ID for both the radio and any Contacts.



Press and hold **(b)** to turn the radio off.

## **Adjusting the Speaker Volume**

The **Volume Control** buttons are located on the upper left side of the radio. To adjust the speaker volume, press the upper button to increase the volume level and press the lower button to decrease the volume level. When either button is pressed, the display shows a bar chart indicating the present level for the volume.



## **Selecting a Scroll List Contact**

In idle mode, use  $\triangle$  or  $\bigcirc$  to select the desired TalkGroup/Private contact. Press the PTT button for one-touch communication.

## **Viewing a Contact**

1. From the main screen, press — under **Contcs** to enter the Contact List.



The Contact List screen appears with the first contact highlighted in the list.



- 2. Scroll to highlight the desired contact.
- 3. To view the contact, press under **View** for Group contacts or press and press under **View** for Privace contacts. The display changes and shows the contact (group number or name), the ID number, and the channel number.



**NOTE:** For PrivateGroup contacts, members of the group are viewed by pressing under **Member**.

## **Receiving and Making Calls**

**NOTE:** Your DTR Series radio must be programmed to be fully compatible with other DTR Series radios and fully utilize all radio features. Refer to Chapter 3 - Advanced Radio Operations.

## **Types of Calls**

Your radio can make and receive three different types of voice calls:

- PublicGroup One-to-many communication to all radios set to your channel and PublicGroup number. All DTR Series radios are factory programmed with 2 to 5 PublicGroups.
- Private One-to-one communication with another radio, requires adding a user to the Contacts List.
- PrivateGroup One-to-many communication to only radios in your group. Requires adding all
  members to your Contact List then cloning the group (either over the air or with the RRDN5378
  cloning cable) to member radios. Offers a higher level of privacy than a PublicGroup.

## Receiving a Call

When a call is received, the radio chirps and the display shows the call type and transmitting caller's user ID or name.





## Making a Call

- 1. Choose a contact from your Scroll List, Contacts, or Recent Call List.
- 2. Press and hold the **PTT** button. Begin speaking after the radio emits the talk permit tone. To maximize clarity, hold the radio two-to-three inches away from your mouth.
- 3. Release the PTT button to listen.

**NOTE:** If "User Not Available" displays, the recipient is either: In a Call, Out of Range, or Turned Off.

Press to cancel and then try the call again. When contacting a group, at least one member must be available for the call to be successful.

#### **Call Alerts**

Sending a call alert lets the recipient know you want to talk to him or her. When you send a call alert, the recipient's radio emits a series of beeps, or vibrates, and displays your Unit Name or ID along with the time and date.

The recipient can:

- Answer begin a call by pressing the PTT button.
- Clear delete the call alert.

## Sending Call Alerts

**NOTE:** Only Private Contacts can be alerted.

1. Highlight the Private Name/ID in Contacts or Recent Calls..

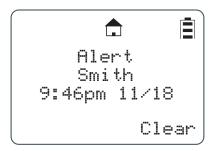


- 2. Press under Alert. "Ready to Alert" appears on the display.
- 3. Press the PTT button until "Alert Successful" appears on the display.

**NOTE:** If the alert is not successful, the radio you are trying to reach is either in a call, on another channel, has the radio turned off, or is out of range.

## **Receiving a Call Alert**

When you receive a call alert, you must answer or clear it. You cannot make new calls until you do.



To answer a call alert, press the PTT button to respond to the sender. To clear a call alert, press under **Clear**.

## **Text Messaging**

Your radio can send and receive short text messages to Private or Group contacts. Your radio must be on and within range to receive text messages.

## Receiving a Message

When you receive a text message, "New Message Received" appears on the display. The sender and group (if applicable) are also indicated.



#### To View the Message

1. Press — under **Read** to read the message.

**NOTE:** If you are in a menu when the message is received, you will need to exit and read it from the Inbox.

- 2. If the message fills more than one screen, scroll to read the entire message.
- 3. To delete the message, press and press under **Delete**.

#### To Dismiss the Message Notification

Press under **Back** to read the message at a later time. This icon appears on the display, reminding you that you have an unread message.

## Reading from the Inbox

- 1. Press under **Mesgs**.
- 2. Scroll to the message you want to read.
- 3. Press under Read.
- 4. If the message fills more than one screen, scroll to read it.



## Replying to a Received Message

Your radio has a number of pre-programmed Quick Notes available, or the mini keyboard can be used to create a response. Additional Quick Notes can be created and the existing ones modified/deleted with the mini keyboard by selecting Text Messaging while in Programming Mode.

1. To reply to the message, press — under **Reply**.



2. The Send Message screen appears.

**NOTE:** If the mini keyboard is connected to the radio, the **[Write Mesg]** option appears on the display. Refer to Composing a Message Using the mini keyboard.



3. Scroll to highlight a reply message and press — under **Select** to select the reply message. The Compose Msg. screen appears.



- 4. To change the Contact you are sending to, press under **Change**. This will return you to the Contact List. Scroll to select the correct Contact and press under **Select**.
- To view the text messages in the list, scroll to select the message and press under View.
- 6. Press under **Send** to send the reply.

## Sending a Text Message

Your radio can send and receive short text messages to Private or Group contacts, and has several pre-programmed Quick Notes available. The mini keyboard can be used to change, add additional, or delete these messages while in Programming Mode. This accessory can also be used to write new messages from User Mode.

1. Press under **Mesgs**. The message inbox is displayed.



2. Highlight [Send Mesg] and press — under Select.



3. The Send Message screen appears.

**NOTE:** If the mini keyboard is connected to the radio, the **[Write Mesg]** option appears on the display. Refer to Composing a Message Using the mini keyboard.

4. Scroll to select the message you want to send.



5. Press — under **Select** to choose the message. The display shows the Contact and the message you want to send



- 6. To change the Contact you are sending to, press under **Change**. This returns you to the Contact List. Scroll to select the correct Contact and press under **Select**.
- 7. To view the text messages in the list, scroll to select the message and press under **View**. If the message fills more than one screen, scroll to read it.
- 8. Press under **Send** to send the message.

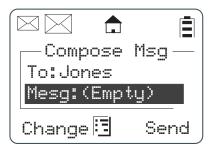
## Composing a Message Using the Mini Keyboard

The mini keyboard can be used to type either new messages or replies.

1. From the Send Message screen, highlight the [Write Mesg] option and press — under Select .



2. The Compose Msg screen appears.



3. To change the Contact you are sending to, press — under **Change**. This returns you to the Contact List. Scroll to select the correct Contact and press — under **Select**.

- 4. Scroll to highlight the **Mesg:** option. Press under **Change**.
- 5. The **Mesg:** screen appears. Use the mini keyboard to enter your message.



**NOTE**: The under **Delete** can be used to erase characters. Holding will delete the entire message.

- 6. Once the message is completed, press under **Done**.
- 7. Press under **Send** to send the message. The display shows a confirmation that the message was sent.

#### **Deleting a Message**

- 1. From the idle screen press under **Mesgs** to enter the Message Inbox.
- 2. Scroll to select a message for deletion.
- 3. After selecting a message, press . The Inbox displays the delete selections. If only the one message is to be deleted, highlight **Delete** and press under **Select**.



4. If all messages in the Inbox are to be deleted, highlight **Delete All** and press — under **Select**. A confirmation screen appears.



Press under Yes to delete all messages.

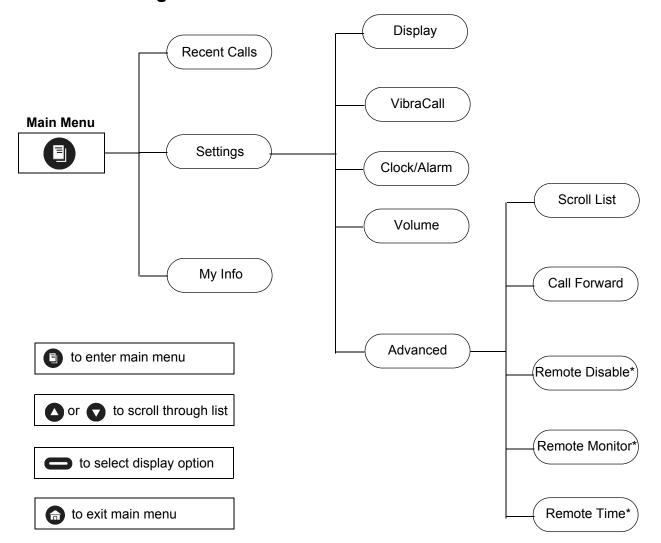
## **Accessing the Main Menu**

1. Press 📵 to access the Main Menu. The Main Menu appears.



2. Scroll through the available menu options. Highlight the desired menu option and press under **Select**.

## **Main Menu Navigation Chart**



<sup>\*</sup> Menus only appear on the DTR650 radio when Manager Mode is enabled.

#### **Recent Calls**

This menu lists recent calls received and allows the user to view, alert or delete recent calls on the list. From the Main Menu, scroll to highlight **Recent Calls** and press — under **Select**.

## Viewing a Recent Call

Scroll to select a recent call from the list. To view GroupCall details, press under View.
 To view PrivateCall details, press . The Rec. Call Menu appears.

**NOTE:** The graphic to the left of the user/group name or ID indicates whether the call was received (pointing left) or initiated (pointing right)..



 Scroll to show call details for the selected call. These include Group Name (if applicable), User Name and ID, time, date, and length of call. Continuing scroll moves you to the next recent call

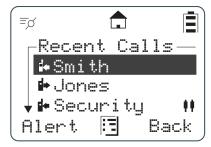


3. Press — under **Back** to access the previous screen.

## **Alerting a Recent Caller**

**NOTE:** Only Private contacts can be alerted.

1. Scroll to select a recent call from the list and press — under **Alert**.



Press the PTT button to send the alert.

**NOTE:** If the alert was successful, a confirmation screen appears. If the alert was not successful, an unsuccessful screen appears.

## **Deleting Recent Calls**

- 1. Scroll to highlight a recent call from the list.
- 2. Press 🖪 . The Rec. Call Menu appears.



**NOTE:** View only appears as a menu option for Private calls.

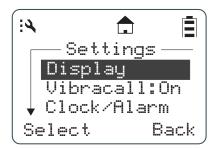
- 3. Scroll to highlight **Delete** to remove only the one call or **Delete All** to delete all recent calls and press under **Select**.
- 4. Select under **Yes** or **No**. The display confirms that the call or calls have been deleted and then returns to the Recent Calls list.



## **Settings**

The Settings menu allows you to adjust personal settings that include Display, VibraCall, Clock/ Alarm, Volume, and Advanced. The Advance features are for managing your Scroll List, Call Forwarding, Remote Disable, Remote Monitor, and Remote Time. Refer to Chapter 3 – Advanced Radio Operations to operate the Advance features.

From the Main Menu, scroll to highlight **Settings** and press — under **Select**. The Settings menu appears.



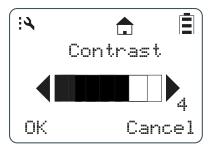
## **Setting the Display**

From the Settings menu, scroll to highlight **Display** and press — under **Select**. The Display menu appears. From the Display menu, you can adjust the contrast and backlight time.



#### **Adjusting the Contrast**

1. From the Display menu, scroll to highlight **Contrast** and press — under **Change**. The Contrast screen appears.



2. Use or to adjust the Contrast as necessary and then press under **OK** to return to the previous menu.

#### Setting the Backlight

 From the Display menu, scroll to highlight Backlight and press under Change. The Backlight screen appears. The presently selected value will have a check mark on the left side.



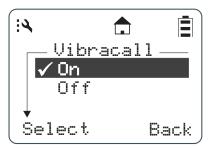
- 2. Scroll to highlight the desired value. You can set the backlight time to Off, 5, 10, 20, 30, or 90 seconds.
- 3. Press under **Select** to save the setting and return to the previous screen.

## Setting VibraCall

VibraCall allows you to set the radio to vibrate with no audio alert tones when text messages or call alerts are received.

NOTE: This does not mute the audio for voice calls.

1. From the Settings menu, scroll to highlight **VibraCall** and press — under **Select**. The VibraCall screen appears. A checkmark is displayed to the left of the present selection.



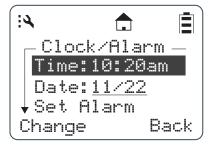
- 2. Scroll to highlight the desired selection.
- 3. Press under **Select** to save the selection and return to the previous menu.

**NOTE:** When turning vibrate on, the radio will briefly vibrate and (1) appears on the display.

#### **Clock and Alarm**

Your radio requires that the current time and date be set in order to fully utilize the digital features. This can be set manually or by using the Remote Time feature (see page 3-5)

From the Settings menu, scroll to highlight **Clock/Alarm** and press — under **Select**. The Clock/Alarm menu appears.



#### **Setting the Time**

1. From the Clock/Alarm Menu scroll to highlight **Time** and press — under **Change**. The Time screen is displayed.



2. Scroll to select the desired hour.

**NOTE:** Press and hold or to fast scroll.

- 3. Press under --> to move to the minutes and scroll to select the desired minutes.
- 4. Press under --> to move to am/pm and scroll to select the desired setting.
- 5. After completing the time setting press under **Done** to complete the setting and to return to the previous menu.

#### **Setting the Date**

1. From the Clock/Alarm menu, scroll to highlight **Date** and press — under **Change**. The Date screen is displayed.



2. Scroll to select the desired Month.

**NOTE:** Press and hold lacktriangle or lacktriangle to fast scroll.

- 3. Press under --> to move to the day and scroll to select the day.
- Press under --> to move to the Year and scroll to select the Year.
- 5. After completing the date setting, press under **Done** to complete the entry and return to the previous menu.

#### Setting the Alarm

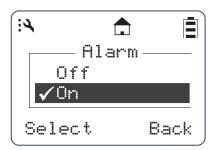
Your DTR Series radio has an alarm feature that can be set to remind you of a recurring daily event.

From the Clock/Alarm menu, scroll to highlight **Set Alarm** and press — under **Select**. The Set Alarm menu appears.



The Set Alarm menu allows the Alarm to be turned Off or On and to set the Alarm Time.

1. Scroll to highlight **Alarm** and press under **Change**. The alarm menu is displayed with On and Off listed. A check mark to the left of On or Off indicates the present selection.



2. Scroll to select the desired condition and press — under **Select**. The display returns to the Set Alarm menu with the new selection indicated.

**NOTE:** When the Alarm is set to On, the icon papears on the display.

3. Scroll to highlight **Time** and press — under **Done**. The alarm time is set using the same procedure as for setting the Time.



4. Scroll to select the desired hour.

NOTE: Press and hold or to fast scroll.

- 5. Press under --> to move to the minutes and scroll to select the desired minutes.
- 6. Press under --> to move to am/pm and scroll to select the desired setting.

7. After completing the time setting press — under **Done** to complete the setting and to return to the previous menu.

#### **Setting the Volume**

The functions of the various selections are as follows:

Ringer: volume level for all data status alerts such as Alert Tones and incoming SMS Messages.

Turning VibraCall on changes this level to 0.

Speaker: volume level for voice messages.

Keypad: volume level for keypad presses.

Alarm: volume level for the Alarm feature, which is overridden by VibraCall.

From the Settings menu, scroll to highlight **Volume** and press — under **Select**. The Volume menu appears.

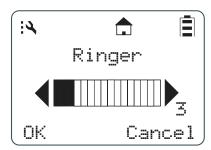


**NOTE:** Highlighting any of the volume choices and pressing the **Volume Control** keys automatically adjusts the volume levels.

**NOTE:** Pressing the **Volume Control** keys while not in the Volume menu only sets the Speaker Volume.

#### **Setting the Ringer Volume**

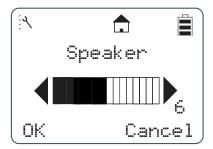
1. From the Volume menu, scroll to highlight **Ringer** and press — under **Change**. The Ringer screen appears.



2. Use the **Volume Control** keys to adjust the Ringer volume as necessary and then press under **OK** to save the selection and return to the previous menu.

#### **Setting the Speaker Volume**

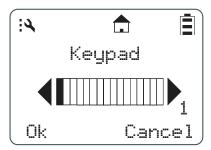
1. From the Volume menu, scroll to highlight **Speaker** and press — under **Change**. The Speaker screen appears.



2. Use the **Volume Control** keys to adjust the Speaker Volume as necessary and then press under **OK** to save the selection and return to the previous menu.

#### **Setting the Keypad Volume**

1. From the Volume menu, scroll to highlight **Keypad** and press — under **Change**. The Keypad screen appears.



2. Use the **Volume Control** keys to adjust the Keypad Volume as necessary and then press the **Ok** Option key to save the selection and return to the previous menu.

#### My Info

The My Info screen displays your Unit Name, ID and Channel. From the Main Menu, scroll to highlight **My Info** and press under **Select**.

**NOTE:** The Unit Name defaults to Unit ID unless it is customized in programming mode using the mini keyboard.



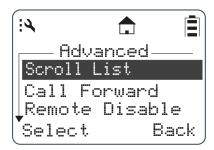
## **Chapter 3 Advanced Radio Operations**

#### **Accessing the Advanced Menu**

The Advanced features are for managing your Scroll List, Call Forwarding, Remote Disable, Remote Monitor, and Remote Time.

**NOTE:** Remote Disable, Remote Monitor, and Remote Time are not available, unless Manager Mode has been enabled in Programming Mode (DTR650 model only).

From the Settings menu, scroll to highlight **Advanced** and press — under **Select**. The Advanced screen appears.



#### **Managing Your Scroll List**

The Scroll List is designed to give one-touch communication to frequently used contacts. Any private or PrivateGroup contact on your channel, or any PublicGroup can be added to the Scroll List. Removing them does not remove them from contacts.

 From the Advanced menu, scroll to highlight Scroll List and press under Select. The Scroll List screen appears.



NOTE: A ✓ next to the left of the Group/Private contact indicates that the Group/Private contact is already in the Scroll List. If the highlight is on a selected item, the left changes to Remov. Pressing under Remov removes the check mark. If no check mark is present, the entry has not been selected and will not appear in the Scroll List. The left changes to Add. Pressing under Add inserts a check mark.

2. Press — under Add or Remov.

#### **Enabling Call Forwarding**

Call Forwarding allows a user to notify anyone contacting them that they are not available and suggest a manager or third party to be contacted in their absence. The user contacting them can then choose to transmit to the third party by simply pressing the PTT button.

**NOTE:** Your radio must be on and within range to use this feature while you are away.

1. From the Advance menu, scroll to highlight **Call Forwarding** and press — under **Select**. The Call Forwarding screen appears.



- 2. Scroll to highlight **Forwarding** and press under **Change**. The **Forwarding** screen appears.
- 3. Scroll to select the desired function and press under **Select** to return to the previous screen.

**NOTE:** When Call Forwarding is enabled, the | 1 icon appears on the display

4. To change or select the radio to receive the forwarded calls, scroll to highlight the **To**: function and press — under **Change**.



5. Scroll to select the radio name from the list to forward to. Press — under **Select**.

#### Remote Disabling (DTR650 Models Only)

NOTE: Manager Mode must be enabled in order for a user to use this feature. Refer to page 4-9.

Remote Disabling allows a user to remotely enable or disable another DTR Series radio on their channel. The selected radio must be turned on and within range in order to be enabled or disabled.



1. From the Advance menu, scroll to highlight **Remote Disable** and press — under **Select**. The Remote Disable screen appears.



2. Scroll to highlight a radio name from the list. Press — under either **Enable** or **Disable**. The screen changes to confirm the selection.

NOTE: To cancel out of Remote Disable, press 
and press under Select.

3. To enable or disable the selected radio, press — under either **Yes** or **No**.

Once the radio is disabled, the display shows "Radio Disabled" and the radio cannot transmit, receive, or access it's contacts.

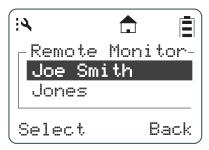


#### Remote Monitoring (DTR650 Models Only)

NOTE: Manager Mode must be enabled in order to use this feature. Refer to page 4-9.

Remote Monitoring allows you to monitor a selected radio either for training purposes or if the target radio user is unable to press the PTT button.

1. From the Advance menu, scroll to highlight **Remote Monitor** and press — under **Select**. The Remote Monitor screen appears.



2. Scroll to highlight a radio from the list to monitor and press — under **Select**. The screen changes to show the radio's status.

#### Remote Time (DTR650 Models Only)

Remote Time synchronizes the date and time to all other radios on your channel. Any receiving radio must have the transmitting radio User ID in their contact list to accept the time/date update.

**NOTE:** Radios must be turned on and within range to receive this broadcast message. The transmitting radio does not receive a confirmation for any failures.

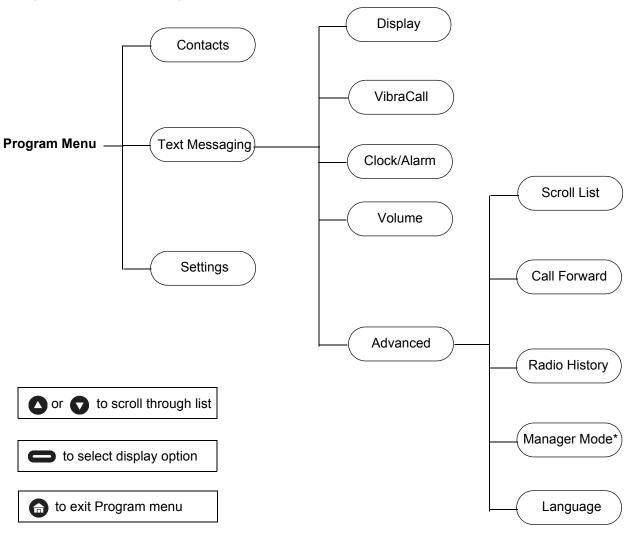
1. From the Advance menu, scroll to highlight **Remote Time** and press — under **Select**. The screen displays a confirmation to start remote time.



2. Press — under Yes.

# **Chapter 4 Radio Programming**

## **Program Menu Navigation Chart**



<sup>\*</sup> DTR650 radio only.

Although factory programmed with default PublicGroups, DTR Series radios require user-specific programming in order to fully benefit from their digital features.

This occurs in a separate programming mode which allows access to modify and add contacts, update existing and add new quick notes, and access manager features (DTR650 only) such as Remote Disable and Remote Monitoring. A mini keyboard (NNTN5491) is used to enter text into contacts and to modify saved text messages.

The RRDN5378A Cloning Cable allows easier programming as one radio can be programmed with all contact information then duplicated in other radios. All PrivateGroups MUST be programmed on a single radio and cloned either over-the-air or with the cloning cable in order to maintain a single GroupID. This is not a requirement of PublicGroups, but they must still be programmed on the same channel to communicate.

New radios should be cloned using serial cloning. After this occurs, the unit ID can be sent to the other radios or added to PrivateGroups via over-the-air or serial cloning.

#### **Entering Programming Mode**

The following key sequence must be performed to enter the programming mode.

- 1. Hold down 🔝 and press the PTT button three times.
- 2. Press the Right .
- 3. Press 🕡 .
- 4. Press the Left .
- 5. Hold down 🔝 and press the PTT button three times.

The Program Menu screen appears.



#### My Info

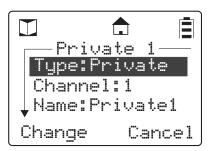
- 2. Scroll to select it and press under **View**. Your unit name, ID, and channel are shown.
- 3. Press under **Edit** to change the unit name or channel.

#### **Adding Contacts**

1. From the Program Menu, scroll to select **Contacts** and press — under **Select**. The Contacts screen appears.

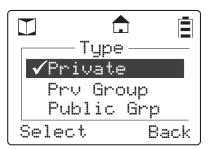


2. Scroll to select [New Contact] and press — under Select. The Private screen appears.



#### **Call Type**

1. From the Private screen, scroll to select **Type** and press — under **Change**. The Type screen appears.



**NOTE:** A ✓ next to an selection indicates the present selection.

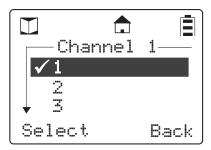
- 2. Scroll to select either a Private call type, PrivateGroup call type, or PublicGroup call type to add to the Contact List. Press under **Select**.
- 3. The display returns to the previous screen with the new call Type entered.

#### Channel

Your radio operates using frequency-hopping technology. Each "Channel" is a group of 50 frequencies. Your radio can transmit and receive on up to 10 channels, but Group messages will not be heard unless you are on the same channel.

The home icon on the display indicates that your current scroll list setting is on your channel. Your radio will scan up to 5 groups per channel, and Private Calls are received regardless of channel.

1. Scroll to select **Channel** and press — under **Change**. The Channel screen appears.



**NOTE:** The presently selected channel has a  $\checkmark$  to the left of the channel number. Radios on the same TalkGroup should be set-up on the same channel.

2. Scroll to select a channel and press — under **Select**. The display returns to the previous screen with the new Channel entered.

#### **Unit Name**

Unit ID is transmitted with all voice and text messages. Programming a unique unit name to an ID will cause the radio to recognize any incoming calls from that user or group and display their unit name.

**NOTE:** A mini keyboard (NNTN5491) must be connected to the radio to enter alphanumeric characters.

1. Scroll to select **Name** and press — under **Change**. The Name screen appears.

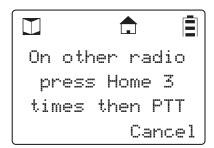


2. Press under **Delete** to remove characters one at a time or hold to delete all characters. Use the mini keyboard to enter a new name. After entering the Name, press under **Ok** to confirm the entry and to return to the previous screen with the new Name entered.

#### **Programming a Unit ID (Private Calls Only)**

The unit ID of a private contact can be read over the air or entered using the mini keyboard.

1. Scroll to select **ID** and press — under **Read**. The ID screen appears.



2. Use the mini keyboard to enter an 11 digit ID. When the mini keyboard is connected, the left becomes **Change**. After entering the ID, press under **Ok** to confirm the entry and to return to the previous screen with the ID entered.

#### Selecting a Group ID

When programming a new PublicGroup, press — under **Change** to select a PublicGroup ID from 1-100. IDs already in use on your radio will be preceded by an "x".

When programming a new PrivateGroup, the radio selects your GroupID from your contact list. Press under **Change** to select another Group ID. Since the default GroupID is dependent upon the contact list of all radios being the same, it is recommended to clone PrivateGroups to other radios.

#### **Entering a Home Group Number (Private Calls Only)**

If a Home Group is selected for your radio, then it will return to that Group after 30 seconds of inactivity. This ensures that any transmissions on this channel are not missed. Selecting a Home Group also automatically adds the contact to that PrivateGroup.

1. Scroll to select the **Home Group Number** and press — under **Change**. The Home Group screen appears.



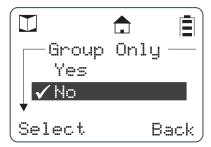
**NOTE:** A  $\checkmark$  next to a selection indicates the present selection.

2. Scroll to select the desired entry. Press — under **Select** to select the new item. The display returns to the previous screen with the new Home Group Number entered.

#### **Selecting Group Only**

**NOTE:** Selecting Group Only on a radio prohibits the user from initiating PrivateCalls.

1. Scroll to select **Group Only** and press — under **Change**. The Group Only screen appears.



**NOTE:** A  $\checkmark$  next to an selection indicates the present selection.

2. Scroll to select the desired entry and press — under **Select**. The display returns to the previous screen with the new Group Only entered.

#### **Entering Group Members (PrivateGroup Only)**

1. Scroll to select **Group Members** and press — under **Change**. The Group Members screen appears.

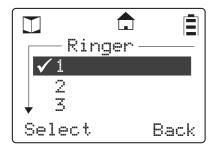


- 2. Scroll through the list of Group Members and press under **Add**.
- 3. When completed, press under **Done**. The display returns to the previous screen with the new Group Members entered.

#### **Entering a Ringer Type (Private Calls Only)**

A unique alert tone can be identified for each radio in your contact list. There are 12 ringer tones that can be selected. When a ringer tone is highlighted, the audio ringer tone sounds to help in making a selection.

1. Scroll to select **Ringer** and press — under **Change**. The Ringer screen appears.



**NOTE:** A  $\checkmark$  next to a selection indicates the present selection.

- 2. Scroll to select the desired ring. Highlighting a tone lets you hear it.
- 3. Press under **Select** to select the new ring. The display returns to the previous screen with the new Ringer entered.
- 4. Press under **Save** to store the new contact after all entries for the new contact have been completed. A confirmation screen appears confirming the saved contact.
- 5. Press to exit Programming mode and return to the Main Menu. Press under Reset.

#### **Text Messaging**

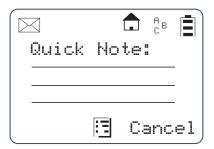
**NOTE:** Entering or changing the Quick Notes requires the use of the mini keyboard (NNTN5491) which must be attached to the connector on the bottom of the radio.

1. From the Program Menu, scroll to select **Text Messages** and press — under **Select**. The Quick Notes screen appears.



**NOTE:** If a new message is to be entered, the left is **Select**. If a message is selected to be edited, the left changes to **Edit**.

2. Scroll to select [Create Quick.. and press Select. The Quick Note screen appears.



- 3. Use the mini keyboard to enter the new message. When the first letter is entered, the left changes to **Save** and the right changes to **Delete**.
- 4. If an error is made while entering the data, under **Delete** can be used to delete characters one at a time.
- 5. If the new message is correct, press under **Save** to store the new message.
- 6. Scroll to select **Manager Mode** and press under **Change**. The Manager Mode screen appears.



**NOTE:** A  $\checkmark$  next to a selection indicates the present selection.

7. Scroll to select **On** and press — under **Select**. The display returns to the Advanced menu.

#### **Settings**

The settings for Display, VibraCall, Clock/Alarm, Volume, Scroll List, and Call Forward can also be utilized through Programming Mode. Refer to Chapters 2 and 3.

#### **Radio History**

- From the Program Menu, scroll to select Settings and press under Select.
- 2. Scroll to select **Advanced** and press under **Select**.

3. Scroll to select **Radio History** and press — under **Select**.



TX is the total amount of transmit time. RX is the total amount of receive time. IDL is the total time the radio has been turned on but not receiving or transmitting.

#### **Manager Mode**

Manager Mode provides access to Remote Disable, Remote Monitor, and Remote Time functions in the User Menu. Enabling Manager Mode also allows the user to view and communicate with PrivateGroups not on their home channel.

The Manager Mode can only be accessed through the Programming Mode. After entering Programming Mode, proceed as follows to access the Manager Mode.

- 1. From the Program Menu, scroll to select **Settings** and press under **Select**.
- 2. Scroll to select **Advanced** and press under **Select**.

#### Language

Your DTR Series radio allows English, French-Canadian, or Spanish language prompts.

NOTE: Quick Notes are in English only.

After entering Programming Mode, proceed as follows to change the language.

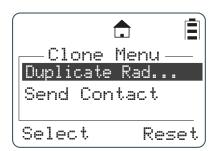
- 1. From the Program Menu, scroll to select **Settings** and press under **Select**.
- Scroll to select Advanced and press under Select.

# **Chapter 5 Cloning Mode**

Cloning mode is used to either add contacts wirelessly to other radios (Private or Groups) or duplicate all radio settings to new radios (using the optional cloning cable).

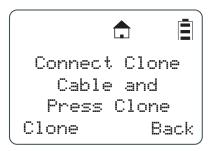
#### **Entering Cloning Mode**

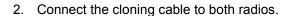
- 1. Press **(b)** to turn the source radio on.
- 2. Enter the cloning mode by performing the following steps in sequence:
  - a. Hold down 🔝 and press the PTT button three times.
  - b. Press the Left \_\_\_\_\_.
  - c. Press 🔼 .
  - d. Press the Right
  - e. Hold down 🔝 and press the PTT button three times. The Clone Menu appears.

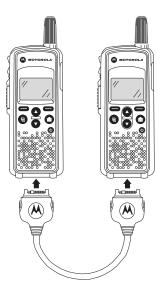


#### **Cloning Using the Cloning Cable**

1. From the Clone menu, scroll to select Duplicate Radio and press — under **Select**. The following screen is displayed indicating the target radio must now be connected to the source radio to be cloned using the cloning cable.







**NOTE:** The target radio must be turned on, but does not need to be in cloning mode.

- 3. Press under **Clone** to start the cloning. The "Cloning in Progress" screen is displayed followed by the "Cloning Successful" screen. If a problem occurs the "Cloning Failed" screen appears.
- 4. After cloning is completed, the target radio displays the following screen.



- 5. Turn target radio off then back on again to use.
- 6. Press under **Reset** to exit the Clone menu.

#### **Cloning by Sending a Contact**

1. From the Clone menu scroll to select Send Contact. Press — under **Select**. The Send Contact screen is displayed.



- 2. Scroll to select ADD:.
- 3. Press under **Change** to display the list of contacts.



- 4. Scroll to the contact to be added.
- 5. Press under **Select** to select the contact to be added.
- 6. Scroll to select To:.



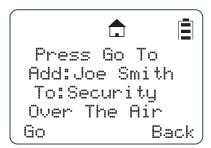
7. Press — under Change.



- 8. Scroll to the contact to receive the new contact.
- 9. Press under **Select** to select the contact.



10. Press under **Prgm**. The screen is displayed showing the Add: and To: selections. If these are correct press under **Go** to transmit the selection over the air. If the selections are not correct press under **Back** to return to the selection menu.



11. The screen displays the message "Clone Sending XXXXXXX". X = the contact you are sending to. If sending a contact to a PrivateGroup, the display shows each target radio individually.

If cloning was successful, both the source and targets radios indicated "Programming Successful". If over-the-cloning to a PrivateGroup fails, the radio displays the failed clone list. The user can attempt cloning again to any members of this list.

# **Chapter 6 Troubleshooting**

Symptom	Try This:									
Display shows "User Not Available" when PTT pressed	Target radio is in a call, try again after 30 seconds to determine if call has been completed. Target radio is out of range. At least one radio (Private or Group call) must be turned on and within range to transmit.									
No Power	Recharge or replace Li-lon battery.									
Message not transmitted	Make sure Push to Talk is completely pressed while transmitting. Recharge or replace battery. Verify that radio is programmed correctly.									
Cannot receive Private calls	Verify that the radio is on your home channel.									
Cannot receive Public Group	Make sure that the PublicGroup has the same Channel and PublicGroup ID.									
Cannot access Remote Monitor, Time or Remote Disable (DTR650 only)	Make sure that Manager Mode has been enabled in Programming.									
Time Update not received	Private ID of the transmitting radio must be in the Contact List of a receiving radio to accept a Time / Date update.									
Limited talk range	Steel and/or concrete structures, heavy foliage, buildings, or vehicles decrease range. Check for clear line of sight to improve range.									
Message not received	Confirm radios have been properly programmed. Recharge or replace battery.									
Poor audio quality	Radios are too close together. They must be at least 5 feet apart. Radios are too far apart or obstacles are interfering with transmission.									
Low batteries	Recharge or replace batteries. Extreme operating temperatures affect battery life.									
Cannot see all PrivateGroups in Contact List	Manager Mode must be enabled to see PrivateGroups not on your home channel or of which you are not a member.									
Serial Clone failed	Make sure clone cable is properly connected.									
Display shows "Please Try Again" when PTT pressed	The radio is busy. Try calling again.									
Cannot see any Private contacts in the Contact List	Check to see if the Private contact is set to Group Only. A Private contact that is set to Group Only will not see Private contacts in the Contact List.									
Cannot add maximum number of PrivateGroups	To increase communications security, PrivateGroups reuse Private IDs in the system. Therefore, the number of PrivateGroups allowed cannot be more than the number of Private contacts in the system. Adding more Private contacts will allow more PrivateGroups to be entered, until the maximum is reached.									
Display shows "ID Not Available" when trying to add a PrivateGroup	No ID is available since all have already been used to create a PrivateGroup. Adding more Private contacts allows more additional PrivateGroups, until the maximum amount.									

6-2 Troubleshooting:

# Chapter 7 Motorola Limited Warranty for the United States and Canada

#### **What Does this Warranty Cover?**

Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, and consumer and professional two-way radios (excluding commercial, government or industrial radios) that operate via Family Radio Service or General Mobile Radio Service, Motorola-branded or certified accessories sold for use with these Products ("Accessories") and Motorola software contained on CD-ROMs or other tangible media and sold for use with these Products ("Software") to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer's exclusive remedy, and applies as follows to new Motorola Products, Accessories and Software purchased by consumers in the United States, which are accompanied by this written warranty:

#### **Products and Accessories**

Products Covered	Length of Coverage
Products and Accessories as defined above, unless otherwise provided for below.	One (1) year from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
Decorative Accessories and Cases.	Limited lifetime warranty for the
Decorative covers, bezels,	lifetime of ownership by the first
PhoneWrap™ covers and cases.	consumer purchaser of the product.
Professional Two-way Radio Accessories.	One (1) year from the date of purchase by the first consumer purchaser of the product.
Products and Accessories that are Repaired or Replaced.	The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.

#### **Exclusions**

**Normal Wear and Tear.** Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

**Batteries.** Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

**Abuse & Misuse.** Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

**Use of Non-Motorola Products and Accessories.** Defects or damage that result from the use of Non-Motorola branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

**Unauthorized Service or Modification.** Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola, or its authorized service centers, are excluded from coverage.

**Altered Products.** Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola housings, or parts, are excluded form coverage.

**Communication Services.** Defects, damages, or the failure of Products, Accessories or Software due to any communication service or signal you may subscribe to or use with the Products Accessories or Software is excluded from coverage.

#### Software

<b>Products Covered</b>	Length of Coverage
<b>Software.</b> Applies only to physical defects in	Ninety (90) days from the date of
the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).	purchase.

#### **Exclusions**

**Software Embodied in Physical Media.** No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

**Software NOT Embodied in Physical Media.** Software that is not embodied in physical media (e.g. software that is downloaded from the internet), is provided "as is" and without warranty.

#### Who is Covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

### **How to Obtain Warranty Service or Other Information?**

Contact your point of purchase.

#### **Software Copyright Notice**

The Motorola products described in this manual may include copyrighted Motorola and third party software stored in semiconductor memories or other media. Laws in the United States and other countries preserve for Motorola and third party software providers certain exclusive rights for copyrighted software, such as the exclusive rights to distribute or reproduce the copyrighted software. Accordingly, any copyrighted software contained in the Motorola products may not be modified, reverse-engineered, distributed, or reproduced in any manner to the extent allowed by law. Furthermore, the purchase of the Motorola products shall not be deemed to grant either directly or by implication, estoppel, or otherwise, any license under the copyrights, patents, or patent applications of Motorola or any third party software provider, except for the normal, non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

#### **Patent Notice**

This product is covered by one or more of the following United States patents.

```
5896277 5894292 5864752 5699006 5742484 D408396 D399821 D387758 D389158 5894592 5893027 5789098 5734975 5861850 D395882 D383745 D389827 D389139 5929825 5926514 5953640 6071640 D413022 D416252 D416893 D433001
```

#### **Export Law Assurances**

This product is controlled under the export regulations of the United States of America. The Governments of the United States of America may restrict the exportation or re-exportation of this product to certain destinations. For further information contact the U.S. Department of Commerce.

## **Notes**

# A

Accent Marks	1-11
Accessing	
Advanced Menu	3-1
Main Menu	2-10
Message Inbox	2-5
Accessing the Advanced Menu	
Enabling Call Forwarding	
Remote Disabling	
Remote Monitoring	
Remote Time	
Accessing the Main Menu	
Accessing the Message Inbox	
Accessories	
Adding Contacts	
Call Type	
Channel	
Entering a Home Group Number (Private Calls Only)	
Entering a Ringer Type (Private Calls Only)	
Entering Group Members (Private Group Only).	
Programming a Unit ID (Private Calls Only)	
Selecting a Group ID	
Selecting Group Only	
Unit Name	
Adjusting the Speaker Volume	
Alerting a Recent Caller	
Alerts	
Receiving an Alert	
Sending an Alert	
Attaching the Mini Keyboard to the Radio	
Attaching the Battery	1-6
В	
Battery	1-5
Battery, Attaching	
Battery Charging using a Multi-Unit Charger.	
Battery Life	
Battery Meter	
battory motor	
C	
CAPS Key Functionality	
Cloning	5-1

Using the Cloning Cable	.5-1
Sending a Contact	.5-3
Charging Using the	
Drop-in Charging Tray	
Multi-Unit Charger	
Plug-in Charger	
Charging the Radio	
Charging using the Drop-in Charging Tray	
Charging using the Plug-in Charger	
Composing a Message Using the Mini Keyboard	
Contacts, Adding	
D	
Deleting a Manage	2.0
Deleting a Message	
Disconnecting the Mini Keyboard from the Radio	
Display Options	
Drop-in Charging Tray Charging	
E	
Enabling Call Forwarding	.4-5 .4-7 .4-6 .4-2 .2-9 .5-7
F	
G	
Getting Started	
Н	
How to Obtain Warranty Service or Other Information	.5-8

I
Icons       1-4         Menu       1-4         Status       1-4
J
K
1
Language
M
Main Menu Navigation Chart
Making a Call
Manager Mode
Managing Your Scroll List
Menu Icons
Menu Key1-5
Message
Composing
Deleting
Receiving
Sending
Messages
Accessing the Message Inbox
Composing a Message Using the Mini Keyboard
Deleting a Message
Receiving Messages
Replying to a Received Message
Sending a Message
Message Composing Using the Mini Keyboard
Entering Text with the Mini Keyboard
Yellow/Lock Key Functionality
Green/Lock Key Functionality
CAPS Key Functionality
Standard Yellow Function Green Function
Using Mini Keyboard Key Shortcuts
Extended Character Set
Accent Marks
Other Special Characters
My Info

N
Navigation Keys
0
Other Special Characters
P
Patent Notice
Q
R
Radio History       4-8         Receiving and Making a Call       2-3         Making a Call       2-3         Receiving a Call       2-3         Receiving an Alert       2-4         Receiving and Making Calls       2-3         Receiving Messages       2-5         Recent Calls       2-11         Alerting a Recent Caller       211         Deleting a Recent Call       2-12         Viewing a Recent Call       2-11         Recent Caller Alert       2-11         Remote Disabling       3-3         Remote Monitoring       3-4         Remote Time       3-5         Replying to a Received Message       2-6
S
Selecting a Call Type       3-2         Selecting a Channel       3-2         Selecting a Name       3-3         Selecting a Scroll List Contact       2-2         Selecting an ID (Private Calls Only)       3-3         Sending a Contact       5-3         Sending a Message       2-7

Canding on Alast	2.4
Sending an Alert	
Setting the Display	
Setting the Volume	
Setting VibraCall	
Settings	
Clock/Alarm.	
Display	
VibraCall	
Volume	
Software Copyright Notice	
Software	
Speaker Volume Adjustment	
Standard Yellow Function Green Function	1-10
Status Icons	1-4
Swivel Belt Holster	1-8
Т	
Text Area	
Text Messaging	
Troubleshooting	
Turning Your Radio On or Off	
Types of Calls	2-3
U	
Using the Cloning Cable	
Using Mini Keyboard Key Shortcuts	1-11
V	
Viewing a Contact	
w	
What Doos this Warranty Cover?	E 7
What Does this Warranty Cover?	
Products and Accessories	
Software	
Who is Covered?	
WIIIO IS GOVERGUE:	

X

•	
7	•
	•

Your	DTF	R seri	es Ra	idio	 	 		 		 	.1-	.1										
_																						